Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Claim 1 (cancelled).

Claim 2 (cancelled).

3.   (previously presented) The method of claim 18, wherein at least one of the calibrated performance score and the input are provided over a communication network.

4.   (previously presented) The method of claim 18, wherein the interactions are based on an analysis frequency that is determined at least one of arbitrarily and as requested by the business.

5.   (previously presented) The method of claim 18, wherein at least one of the interactions is analyzed for quality of service for the agent per day.

6.   (previously presented) The method of claim 18, further comprising:
        providing a data report with the calibrated performance score.

7.   (previously presented) The method of claim 6, wherein the report data further comprises at least one of:
        an agent performance element that could be improved; and
        an agent performance element that was well performed.

8.   (previously presented) The method of claim 6, wherein the report data further comprises a training tip for the agent based on analyzing the agent's interactions.

Claim 9 (cancelled).

1   Claim 10 (cancelled).

1   11.   (previously presented) The method of claim 18, wherein the
2 interactions comprise telephone calls.

1   12.   (previously presented) The method of claim 18, wherein the
2 interactions comprise electronic messages.

1   Claim 13 (cancelled).

1   14.   (previously presented) The method of claim 18, wherein the
2 interactions occur in an area within the United States of America and the analysis
3 of the interactions occur in at least one of a different area within the United States
4 of America and an area that is external to the United States of America.

1   Claim 15 (cancelled).

1   16.   (previously presented) The method of claim 18, wherein the
2 interactions occur in an area external to the United States of America and the
3 analysis of the interactions occur in at least one of a different area external to the
4 United States of America and an area within the United States of America.

1   Claim 17 (cancelled).

1   18.   (currently amended) A method for providing calibrated evaluations
2 of agent performance, wherein all steps are performed by a computer, comprising:
3   providing interactions between an agent employed by a business and a
4 customer of the business to analysts for assigning scores to a performance of the
5 agent during one of the interactions, wherein at least one of the interactions is
6 commonly provided to the analysts;
7   analyzing the performance scores provided by the analysts and
8 determining for each analyst, a total performance score for the commonly-
9 provided interaction via a scoring algorithm;

10   comparing each of the total performance scores associated with the

11   analysts with a standard score determined by another employee of the business to

12   identify a deviation between each of the total performance scores;

13   providing feedback to each of the analysts, the feedback comprising that

14   analyst's deviation from the standard score;

15   adjusting for one or more analysts, a scoring criteria in response to the

16   feedback based on the associated deviation, comprising:

17   if the deviation associated with at least one of the analysts is not

18   within an acceptable range of deviation then repeat the ~~submitting~~ providing,

19   analyzing, and comparing steps for that analyst; and

20   if the deviation associated with one or more of the analysts is

21   within the acceptable range then the at least one or more analysts are considered

22   calibrated analysts;

23   randomly sampling the provided interactions for distributing to the

24   calibrated analysts, wherein the interactions occur in a first geographical area and

25   the interactions are analyzed in a second geographical area by the calibrated

26   analysts to produce a calibrated performance score based on a determination of

27   the performance rendered by the agent to the at least one customer;

28   sending the calibrated performance score to the business and transmitting

29   input from the business, wherein the input is based on feedback generated by the

30   agent in response to the calibrated performance score;

31   recalculating the standard score based on the input from the business as a

32   recalculated standard score, comprising:

33   if the deviations associated with one or more of the analysts are not

34   within an acceptable range of deviation from the recalculated standard score then

35   repeating the ~~submitting~~ providing, analyzing, and comparing steps;

36   if the deviations associated with one or more of the analysts are

37   within the acceptable range of deviation from the recalculated score, then the one

38   or more analysts are considered recalibrated analysts.

1   Claim 19 (cancelled).

1   20.   (previously presented) The method of claim 18, wherein the
2   acceptable range of deviation is established by the business.

1   21.   (previously presented) The method of claim 18, wherein the
2   acceptable range is expressed as the deviation between an individual analyst's
3   calibrated performance scores.

1   22.   (previously presented) The method of claim 21, wherein the
2   deviation is expressed as a percentage of deviation from the standard score.

1   23.   (previously presented) The method of claim 18, wherein the
2   commonly-provided interaction and the acceptable range of deviation are
3   provided by an anonymous transaction simulation.

1   24.   (previously presented) The method of claim 23, wherein the
2   anonymous transaction simulation is designed to test a parameter selected from
3   the group consisting of a particular category of a transaction, a training update,
4   and a unique customer interaction scenario.

1   Claims 25-43 (cancelled).

1   44.   (previously presented) The method of claim 18, wherein the
2   interactions each consist of at least one of voice data and other data.

1   Claims 45-88 (cancelled).

1   89.   (previously presented) The method of claim 18, wherein wages in
2   the second geographic area are less than wages in the first geographical area to
3   generate wage attenuation.

1   90.   (currently amended) An apparatus for providing calibrated
2   evaluations of agent performance, comprising:
3   a communications network to provide interactions between an agent
4   employed by a business and a customer of the business to analysts for assigning

5   scores to a performance of the agent during one of the interactions, wherein at

6   least one of the interactions is commonly provided to the analysts; and

7   a processor configured to:

8   analyze the performance scores provided by the analysts and to

9   determine for each analyst, a total performance score for the commonly-provided

10   interaction via a scoring algorithm;

11   compare each of the total performance scores associated with the

12   analysts with a standard score determined by another employee of the business to

13   identify a deviation between each of the total performance scores;

14   provide feedback to each of the analysts, the feedback comprising

15   that analyst's deviation from the standard score;

16   adjust for one or more analysts, a scoring criteria in response to the

17   feedback based on the associated deviation, comprising if the deviation associated

18   with at least one of the analysts is not within an acceptable range of deviation then

19   repeat the ~~submitting~~ providing, analyzing and comparing steps for that analyst,

20   and if the deviation associated with one or more of the analysts is within the

21   acceptable range then the at least one or more analysts are considered calibrated

22   analysts;

23   randomly sample the provided interactions for distributing to the

24   calibrated analysts, wherein the interactions occur in a first geographical area and

25   the interactions are analyzed in a second geographical area by the calibrated

26   analysts to produce a calibrated performance score based on a determination of

27   the performance rendered by the agent to the at least one customer;

28   send the calibrated performance score to the business and

29   transmitting input from the business, wherein the input is based on feedback

30   generated by the agent in response to the calibrated performance score; and

31   recalculate the standard score based on the input from the business

32   as a recalculated standard score, comprising if the deviations associated with one

33   or more of the analysts are not within an acceptable range of deviation from the

34   recalculated standard score then repeating the ~~submitting~~ providing, analyzing and

35   comparing steps, and if the deviations associated with one or more of the analysts

36   are within the acceptable range of deviation from the recalculated score, then the

37   one or more analysts are considered recalibrated analysts.

1   91.   (previously presented) The apparatus of claim 90, wherein at least

2   one of the calibrated performance score and the input are provided over a

3   communication network.

1   92.   (previously presented) The apparatus of claim 90, wherein the

2   interactions are based on an analysis frequency that is determined at least one of

3   arbitrarily and as requested by the business.

1   93.   (previously presented) The apparatus of claim 90, wherein at least

2   one of the interactions is analyzed for quality of service for the agent per day.

1   94.   (previously presented) The apparatus of claim 90, further

2   comprising:

3   provide a data report with the calibrated performance score.

1   95.   (previously presented) The apparatus of claim 94, wherein the

2   report data further comprises at least one of:

3   an agent performance element that could be improved; and

4   an agent performance element that was well performed.

1   96.   (previously presented) The apparatus of claim 94, wherein the

2   report data further comprises a training tip for the agent based on analyzing the

3   agent's interactions.

1   97.   (previously presented) The apparatus of claim 90, wherein the

2   interactions comprise telephone calls.

1   98.   (previously presented) The apparatus of claim 90, wherein the

2   interactions comprise electronic messages.

1   99.   (previously presented) The apparatus of claim 90, wherein the

2   interactions occur in an area within the United States of America and the analysis

3   of the interactions occur in at least one of a different area within the United States

4   of America and an area that is external to the United States of America.

1   100.   (previously presented) The apparatus of claim 90, wherein the

2   interactions occur in an area external to the United States of America and the

3   analysis of the interactions occur in at least one of a different area external to the

4   United States of America and an area within the United States of America.

1   101.   (previously presented) The apparatus of claim 90, wherein the

2   acceptable range of deviation is established by the business.

1   102.   (previously presented) The apparatus of claim 90, wherein the

2   acceptable range is expressed as the deviation between an individual analyst's

3   calibrated performance scores.

1   103.   (previously presented) The apparatus of claim 90, wherein the

2   deviation is expressed as a percentage of deviation from the standard score.

1   104.   (previously presented) The apparatus of claim 90, wherein the

2   commonly-provided interaction and the acceptable range of deviation are

3   provided by an anonymous transaction simulation.

1   105.   (previously presented) The apparatus of claim 90, wherein the

2   anonymous transaction simulation is designed to test a parameter selected from

3   the group consisting of a particular category of a transaction, a training update,

4   and a unique customer interaction scenario.

1   106.   (previously presented) The apparatus of claim 90, wherein wages

2   in the second geographic area are less than wages in the first geographical area to

3   generate wage attenuation.

1   107.   (previously presented) The apparatus of claim 90, wherein the

2   interactions each consist of at least one of voice data and other data.

1   108.   (currently amended) A non-transitory computer-readable storage

2 medium containing computer executable instructions stored therein, which when

3 executed by a computer, causing said computer to implement the method for

4 providing calibrated evaluations of agent performance, comprising:

5   providing interactions between an agent employed by a business and a

6 customer of the business to analysts for assigning scores to a performance of the

7 agent during one of the interactions, wherein at least one of the interactions is

8 commonly provided to the analysts;

9   analyzing the performance scores provided by the analysts and

10 determining for each analyst, a total performance score for the commonly-

11 provided interaction via a scoring algorithm;

12   comparing each of the total performance scores associated with the

13 analysts with a standard score determined by another employee of the business to

14 identify a deviation between each of the total performance scores;

15   providing feedback to each of the analysts, the feedback comprising that

16 analyst's deviation from the standard score;

17   adjusting for one or more analysts, a scoring criteria in response to the

18 feedback based on the associated deviation, comprising:

19   if the deviation associated with at least one of the analysts is not

20 within an acceptable range of deviation then repeat the ~~submitting~~ <u>providing</u>,

21 analyzing, and comparing steps for that analyst; and

22   if the deviation associated with one or more of the analysts is

23 within the acceptable range then the at least one or more analysts are considered

24 calibrated analysts;

25   randomly sampling the provided interactions for distributing to the

26 calibrated analysts, wherein the interactions occur in a first geographical area and

27 the interactions are analyzed in a second geographical area by the calibrated

28 analysts to produce a calibrated performance score based on a determination of

29 the performance rendered by the agent to the at least one customer;

30   sending the calibrated performance score to the business and transmitting

31   input from the business, wherein the input is based on feedback generated by the

32   agent in response to the calibrated performance score;

33   recalculating the standard score based on the input from the business as a

34   recalculated standard score, comprising:

35   if the deviations associated with one or more of the analysts are not

36   within an acceptable range of deviation from the recalculated standard score then

37   repeating the ~~submitting~~ providing, analyzing, and comparing steps;

38   if the deviations associated with one or more of the analysts are

39   within the acceptable range of deviation from the recalculated score, then the one

40   or more analysts are considered recalibrated analysts.

1   109.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein at least one of the calibrated performance

3   score and the input are provided over a communication network.

1   110.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein the interactions are based on an analysis

3   frequency that is determined at least one of arbitrarily and as requested by the

4   business.

1   111.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein at least one of the interactions is analyzed

3   for quality of service for the agent per day.

1   112.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, further comprising:

3   providing a data report with the calibrated performance score.

1   113.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 112, wherein the report data further comprises at least

3   one of:

4   an agent performance element that could be improved; and

5   an agent performance element that was well performed.

1   114.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 112, wherein the report data further comprises a training

3   tip for the agent based on analyzing the agent's interactions.

1   115.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein the interactions comprise telephone calls.

1   116.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein the interactions comprise electronic

3   messages.

1   117.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein the interactions occur in an area within the

3   United States of America and the analysis of the interactions occur in at least one

4   of a different area within the United States of America and an area that is external

5   to the United States of America.

1   118.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein the interactions occur in an area external to

3   the United States of America and the analysis of the interactions occur in at least

4   one of a different area external to the United States of America and an area within

5   the United States of America.

1   119.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein the acceptable range of deviation is

3   established by the business.

1   120.   (previously presented) The non-transitory computer-readable

2   storage medium of claim 108, wherein the acceptable range is expressed as the

3   deviation between an individual analyst's calibrated performance scores.

1   121.   (previously presented) The non-transitory computer-readable

2 storage medium of claim 108, wherein the deviation is expressed as a percentage

3 of deviation from the standard score.

1   122.   (previously presented) The non-transitory computer-readable

2 storage medium of claim 108, wherein the commonly-provided interaction and

3 the acceptable range of deviation are provided by an anonymous transaction

4 simulation.

1   123.   (previously presented) The non-transitory computer-readable

2 storage medium of claim 108, wherein the anonymous transaction simulation is

3 designed to test a parameter selected from the group consisting of a particular

4 category of a transaction, a training update, and a unique customer interaction

5 scenario.

1   124.   (previously presented) The non-transitory computer-readable

2 storage medium of claim 108, wherein wages in the second geographic area are

3 less than wages in the first geographical area to generate wage attenuation.

1   125.   (previously presented) The non-transitory computer-readable

2 storage medium of claim 108, wherein the interactions each consist of at least one

3 of voice data and other data.